



▼ Resolve medical identity theft.

- ☐ If you think a thief used your personal information to get medical services, get copies of your records.
 - Contact each doctor, clinic, hospital, pharmacy, laboratory, and health plan where the thief may have used your information. Ask for copies of your medical records.
 - Complete the providers' records request forms and pay any fees required to get copies of your records.
 - Check [your state's health privacy laws](#) . Some state laws make it easier to get copies of your medical records.

Federal law gives you the right to know what's in your medical files.

Did your provider refuse to give you copies of the records to protect the identity thief's privacy rights? You can appeal. Contact the person listed in your provider's Notice of Privacy Practices, the patient representative, or the ombudsman. Explain the situation and ask for your file.

If the provider refuses to provide your records within 30 days of your written request, you may complain to the [U.S. Department of Health and Human Services Office for Civil Rights](#) .

- ☐ Review your medical records, and report any errors to your health care provider.
 - Write to your health care provider to report mistakes in your medical records.
 - Include a copy of the medical record showing the mistake.
 - Explain why this is a mistake, and how to correct it.
 - Include a copy of your Identity Theft Report.
 - Send the letter by certified mail, and ask for a return receipt.

Your health care provider should respond to your letter within 30 days. Ask the provider to fix the mistake and notify other health care providers who may have the same mistake in their records.

- ☐ Notify your health insurer.
 - Send your Identity Theft Report to your health insurer's fraud department. Tell them about any errors in your medical records.
- ☐ If there are medical billing errors on your credit report, [notify all 3 credit reporting](#)

[companies.](#)

- ☐ Write down who you contacted and when. Keep copies of any letters you send.